

Safety Policy Manual



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I. INTRODUCTION

This employee guide is a written policy of minimum safety standards designed to insure as safe a working condition as possible by reducing work related hazards.

It should be stressed that this is not all inclusive, revisions will be made as the need presents itself, and there will be instances that require protective gear and/or safety-oriented thinking that is not mentioned herein. With the understanding that compliance with this program is mandatory and a condition of your employment, it should become clear that safety is a part of the City of Waterville. Take it upon yourself and assume the responsibility of your actions, be sure to work within the scope of the Safety Program and help to make it the success it should be.

The intent of this manual is to comply with all OSHA and Department of Labor standards designed for the protection of our employees. It is understood that protective gear and devices will meet the minimum standards as set by the American National Standards Institute.

PLEASE NOTE: If your Department currently has its own safety policy, please refer to your departmental policy. Some sections may be different based upon your departmental procedures.

II. SAFETY POLICY MISSION STATEMENT

The City of Waterville recognizes its employees as its most important asset. As such, the City has set a goal to provide its employees with a safe and healthy work environment.

To achieve this, the City is committed to providing education and training to all its employees and the necessary tools and equipment to perform their duties safely and to the highest possible standard. The City will continue to evaluate its surroundings for potential hazards and correct them in a timely and efficient manner.

III. GENERAL SAFETY RULES

1. TRAINING

Employees will receive all necessary safety training needed to complete their assigned job duties in a safe manner. Safety training will occur in a variety of ways, including but not limited to: classroom training, online courses, policy distributions, etc.

Anyone needing help understanding the manual or have questions about it, the employee will contact the Human Resource Officer or Supervisor.

Training will be documented by the trainer and kept in the employee personnel file. Training documentation will include:

- Training Date
- Location of training
- Topic(s) covered
- How training was conducted (video, handouts, question and answers, City policy, etc.)
- Person(s) conducting meeting
- Employee name (printed)
- Employee signature.

2. DRIVERS LICENSE

Any employee operating or driving for the City must have in their possession a valid State of Maine Operators License.

Any employee with a restriction on their motor vehicle license must notify their Department Head or the Human Resource Officer. Any individual with a restriction will be expected to adhere to the rules of the restriction.

No employee will operate a vehicle out of their license classification unless having the proper permit and under an authorized training program and with a properly licensed trainer.

Drinking or the possession of intoxicating liquor or drugs in a City owned vehicle, on the job, or reporting to work while under the influence of alcohol or drugs is prohibited.

Failure to follow any of these requirements will result in disciplinary action as per the City's Personnel Manual or Union Contract.

IV. BACK-SAFETY PROGRAM

The Back-Safety Program is intended to identify back injury hazards, fully mitigate them whenever possible and train employees on proper lifting and materials handling techniques. The proper techniques for lifting should always be used. In the case of heavy loads (50 lbs. or more) or awkward loads, get help or use equipment or mechanical aids to eliminate manual lifting entirely.

1. SUPERVISOR RESPONSIBILITIES

- a. Identify job duties that include heavy lifting.
- b. Instill general safety awareness as it relates to back safety.
- c. Identify and eliminate, when possible, job hazards.
- d. Train new employees, whose job responsibilities include lifting, on proper lifting techniques within 30 days of hire. Periodically (at least annually) conduct refresher training. Training will be documented and kept on file. **Never twist your back while lifting a load.**
- e. Provide an overview on back safety to all employees (even if their job duties normally do not include heavy lifting) to assist in protecting employees from spur-of-the-moment unsafe lifting.
- f. Ensure that all employees understand that if an item is too heavy, they should ask for help.
- g. Provide alternative materials handling equipment, as needed.

2. EMPLOYEES RESPONSIBILITIES

Employees must use material handling equipment when available and ask for assistance when needed before lifting or moving heavy objects.

- a. Comply with the Back-Injury Prevention and Safe Lifting program procedures.
- b. Ask for help in lifting or pushing heavy items.
- c. Report any accident or injury to the supervisor.
- d. Immediately report unsafe conditions, equipment, or observed practices to the supervisor.
- e. Use Personal Protective Equipment (PPE), as required.
- f. Use alternative materials handling equipment, as needed.

3. HAZARD CONTROLS

- a. Engineering Controls are controls that are engineered into the job and are the most effective type of control. Examples of engineering controls include:
 - Redesign of equipment
 - Substitution of a material, equipment, or process
 - Change of process to minimize slips, trips, and falls
 - Use of barriers to isolate a hazard
 - Use of barriers to isolate a person.
- b. Administrative Controls are controls that change the way people do their jobs. They are only effective when people do what they are supposed to do. Examples of administrative controls include:
 - Education and training
 - Signage
 - Routine inspections of ladders, stairs, walking, and working surfaces
 - Maintenance
 - Good housekeeping.

V. INJURIES – WORKERS COMPENSATION

1. OVERVIEW

Due to the various legal and administrative complexities, and many related personnel laws and rules, all injury reporting must go through the Human Resource Office. Failure to follow proper procedure as outlined in this policy can result in legal action and expose the City to significant loss.

All injuries, no matter how slight, will be promptly reported to your Supervisor or the Human Resource Officer. The procedure listed below must be followed.

2. IMMEDIATE RESPONSIBILITIES

Any accident/incident or personal injury requires the filing of a report or personal injury claim form (Workers Compensation) and the following shall apply:

- a. The employee must notify the Supervisor or Department Head. Upon receipt of this notification, the Supervisor (or designee) will fill out an "Employer's First Report of Injury (FROI)", with the employee, if available. See Appendix A – First Report of Injury (FROI). Along with the FROI, any of the following should be included: Department Head or Supervisor has any questions/concerns, any statements from witnesses to the incident, and any accident investigation notes. Completeness and accuracy are *essential* when filling out these reports.
- b. In the event an employee must receive **immediate emergency medical attention**, the Supervisor or Department Head or designee should accompany the employee to the emergency room or hospital, or if not present, go to the emergency room or hospital to ensure the wellbeing of the employee, meet with the injured party, and gather what information might be necessary for the filing of the above referenced reports. If emergency assistance is required, the Human Resource Officer should be notified immediately. When emergency room treatment is required, all follow up appointments will be scheduled with Workplace Health.
- c. If minor medical attention is necessary (other than emergency), the supervisor or Department head is to notify the Human Resource Office and an appointment will be scheduled with Workplace Health at MaineGeneral Medical Center, 149 North Street, Waterville (872-4260). Supervisors may schedule the appointment and notify Human Resources after to save time.
- d. The FROI report **must** be completed by the Supervisor or Department Head and filed within 24 hours with the Human Resource Office.
- e. The Supervisor shall determine the cause of the incident and recommend to the Department Head appropriate action to prevent its occurrence. See Appendix B: Supervisor Report
- f. If no medical attention is needed, make sure you do not check any of the boxes under "Reason for Report". Forward the FROI and the Supervisor's Accident Investigation Report to the Human Resource Office. If, at a later date, the employee seeks medical attention, it is the employee's responsibility to let his/her Supervisor know that he/she believes the medical attention is related to a previously reported incident. Verbal notification is acceptable. The Department Head is responsible for notifying the Human Resource Office and an appointment will be scheduled with Workplace Health.
- g. All medical bills arising out of a claim of injury are to be forwarded to the Human Resource Office.

3. IN THE EVENT OF LOST TIME

In the event that an employee should lose time, the following guidelines apply:

- a. The Human Resource Office is to be immediately notified. This notification may precede the necessary reports as outlined above and may be in the form of verbal communication.

- b. A note from a physician at Workplace Health or Emergency Room must accompany a claim for lost time of one or more days.
- c. Light duty assignments must first be approved and authorized by the Department Head or Human Resource Officer.
- d. A Wage Statement form and a Fringe Benefit form will be completed by the Human Resource Officer for all claims involving lost time.
- e. When an employee must leave during normal work hours for a doctors' appointment that is in connection with a workplace injury, that employee will not be charged accumulated leave for that appointment. Any employee that must go to an appointment will be paid regular wages for those hour that he/she would have normally been scheduled to work. At no time will an employee receive overtime for appointments that go beyond the normal workday or for time outside of the regular workday schedule.

4. RETURN TO WORK

When an employee returns to work, the Department Head is responsible for notifying the Human Resource Office. A claim for one or more days of lost time must be accompanied by a doctor's slip authorizing return to work with full capacity. If an employee is not cleared for full duty, a note from the treating physician indicating any work restrictions must be given to the Department head, with a copy to the Human Resource Officer. If possible, Department Heads are encouraged to utilize transitional or light duty programs to return employees back to work. Please refer to Union Contracts for more information.

5. NOTIFICATION TO DEPARTMENT OF LABOR

In the event of a serious injury to an employee, the Department of Labor **MUST** be notified with the following guidelines.

a. Work-Related Fatalities

All work-related fatalities must be reported to Maine DOL within eight (8) hours of the fatality.

b. Inpatient hospitalizations, amputations, loss of an eye, fracture of any body part.

If an employee is hospitalized, suffers an amputation, loss of an eye, or fracture of any body part, the Maine DOL must be notified within 24 hours of the incident.

c. Contact Information for Maine DOL:

- Call (207) 623-7900 during normal business hours.
- Call (207) 592-4502 during non-business hours.
- Email: accident.bls@maine.gov

VI. ACCIDENT INVESTIGATION PROCEDURES

When you have been notified of an accident in the workplace, follow the steps below to complete the accident investigation. Please note this is a general overview and additional steps may be needed based on the circumstances of the accident. As soon as an employee notifies you of an accident in the workplace, you must complete the accident investigation. See Appendix B – Supervisors Report.

1. Determine if there is an injury to an employee. If yes, continue through all steps. If no, skip to #3.
 - a. If the employee has sustained an injury that requires immediate medical attention, make sure the employee gets to the nearest hospital.
 - b. If the employee has sustained an injury that does not require immediate medical attention, the supervisor or Human Resource Officer must contact Workplace Health (872-4260) for an appointment.
 - c. If the employee sustained an injury that does not require medical attention, continue to #2.
2. Complete a First Report of Injury (FROI) – See Appendix A.
 - a. Get all the necessary information to complete the First Report of Injury (FROI).
 - b. Submit the FROI to the Human Resource Officer within 24 hours.
 - c. The Human Resource Officer (or designee) will submit the form to Maine Municipal Association.
3. Conduct the Accident Investigation.
 - a. Eliminate or control any hazard(s) at the scene of the accident.
 - b. Document the accident scene to assist with determining the cause of the accident.
 - Take photos of the scene.
 - Document where accident occurred and the surroundings.
 - Note whether the employee was utilizing appropriate PPE/Hazard controls.
 - c. Interview witnesses, including the injured employee.
 - Document who was at the scene and what they witnessed.
 - Assure all involved that this is just an investigation to determine the cause of the accident to reduce the likelihood of it happening again in the future.
 - d. Complete the Supervisors Accident Report (see Appendix B) and submit it to Human Resources within 24 hours of completion of the accident investigation.
4. Department Head Responsibilities.
 - a. Complete the FROI.
 - b. Submit all Accident Investigation information to HR as soon as possible.
5. Human Resources and/or Safety Committee Responsibilities.
 - a. Assist in Accident Investigation if requested.
 - b. Review FROI and Accident Investigation information submitted.

- c. Determine if there are controls that were missing or additional steps that can be taken to prevent future accidents.
- d. Submit recommendations, when necessary, to the Department Head and/or City Manager.

VII. BLOODBORNE PATHOGENS POLICY

1. PURPOSE

The purpose of this plan is to establish a program and procedures for employee protection from blood borne pathogens for City Hall employees. This plan supports compliance with Occupational Safety and Health Administration 29 CFR 1910.1030 Blood Borne Pathogens.

2. DEFINITIONS

- a. **Blood Borne Pathogens:** Microorganisms that are present in human blood and body fluids that can cause disease in humans. These pathogens include Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV).
- b. **Exposure Incident:** When an employee has contact with blood, body fluids, or other potentially infectious materials because of his or her duties. This contact includes specific eye, mouth, other mucous membrane, non-intact skin, or paternal contact.
- c. **Non-Intact Skin:** Skin that has cuts, abrasions, or other openings through which blood borne pathogens could enter the bloodstream.
- d. **Occupational Exposure:** Reasonably anticipate employee contact with blood, body fluids, or other potentially infectious materials that may result from the performance of an employee's duties. This includes skin, eye, mucous membrane, or paternal contact.
- e. **Source Individual:** Any individual, living or dead, whose blood or other potentially infectious materials may be a source of occupational exposure to the employee.
- f. **Universal Precautions:** An approach to infection control in which all human blood and certain human body fluids are treated as if known to be infections for HIV, HBV, and other blood borne pathogens.

3. DEPARTMENT HEAD / SUPERVISOR RESPONSIBILITIES

- a. Assuring all employees use universal precautions in all situations that involve exposure to blood and other body fluids.
- b. Informing the Human Resource Department of all exposure incidents.
- c. Completing exposure incident reports and notifying affected individuals.

4. HUMAN RESOURCE DEPARTMENT RESPONSIBILITIES

- a. Issuing and administering this plan and making sure that the plan satisfies the requirements of all applicable federal, state or local blood borne pathogen regulations.
- b. Evaluating and updating the program annually.

- c. Training employees as needed.
- d. Maintain medical records of exposure incidents, training records, and hepatitis vaccination records.
- e. Identifying which employees are likely to be exposed to blood borne pathogens.

5. DETERMINATION OF EXPOSURE

Custodial staff employees have the potential for an occupational exposure to blood borne pathogens.

6. PERSONAL PROTECTIVE EQUIPMENT

- a. Employees will be provided with personal protective equipment (PPE) at no cost.
- b. Protective equipment will be removed after a garment becomes contaminated.
- c. Contaminated protective equipment will be disposed of properly.
- d. Gloves will be replaced if torn, punctured, or contaminated.
- e. Contaminated disposable gloves will never be reused.
- f. Appropriate face and eye protection will be worn when splashes, sprays, spatters, or droplets of blood, body fluid, or other potentially infectious materials pose a hazard to the eye, nose, or mouth.
- g. Appropriate PPE will be worn when occupation exposure is anticipated.

7. HOUSEKEEPING

- a. All equipment and work surfaces that have been contaminated with blood or other potentially infectious materials will be cleaned and decontaminated with an appropriate disinfectant (See "Cleanup of Contaminated Areas").
- b. Tongs, forceps, or a brush and a dustpan will always be used to pick up contaminated broken glass.
- c. All infectious waste will be placed in red colored plastic bags (available at the Waterville Fire Department).
- d. Contaminated sharp objects will be discarded in containers that are closeable and puncture resistant. The containers will then be discarded into the red colored plastic bags.

8. LABELING

All infectious waste containers will be labeled with a bio-hazard symbol and the word "bio-hazard".

9. HBV PRE-EXPOSURE PROGRAM

- a. The hepatitis B vaccine and vaccination series will be offered within 10 working days of initial assignment to employees who have potential occupational exposure.
- b. The vaccine and vaccinations, as well as all medical evaluations and follow-up, will be made available to employees at no cost during work hours, whenever possible.
- c. Vaccinations will be administered according to current recommendations of the U.S. Public Health Service.
- d. Employees in positions that have been determined to have an occupational exposure will be required to accept or decline Hepatitis B vaccination. (Attachment C)
- e. The vaccination will be made available to the employee, at their request, at a later date and at no cost if he/she continues to have the potential for exposure.

10. HBV POST-EXPOSURE PROGRAM

- a. HBV vaccine will be administered within 24 hours of any reported exposure incident when it is determined by a medical professional to be required.
- b. The exposure incident procedure will be followed.

11. EXPOSURE INCIDENT PROCEDURE

- a. The routes of exposure and how exposure occurred will be documented.
- b. The source individual will be identified and documented.
- c. The health care provider is responsible for administering the vaccine and post-exposure evaluation.
 - The health care provider is Workplace Health, MaineGeneral Medical Center, 149 North Street, Waterville ME, 207-872-4260.
 - If an employee is exposed and Workplace Health is not open or the employee is unable to be seen at the time of exposure, the employee is directed to go to the Emergency Room at MaineGeneral Center for Health, 149 North Street, Waterville ME, (207) 872-1000.

12. TRAINING

For employees, whose essential job functions do not expose them to blood borne diseases as part of their essential job functions, they will be trained upon hire.

For those individuals that are exposed due to their essential job functions, they will be trained upon hire and annually on the OSHA Standard, symptoms of blood borne diseases, ways in which blood borne pathogens are transmitted, an explanation and copy of the exposure control plan, and how to recognize tasks that might result in occupational exposure.

13. EXPOSURE TO BLOOD BORNE PATHOGENS

- a. If an exposure incident occurs, the following procedure is to be instituted:
 - If the exposure occurs to another person, use protective gear when assisting.
 - Only those individuals that are certified in First Aid will be allowed to administer any first aid.
 - Minimum of gloves and safety glasses required.
 - Report the incident to your Supervisor.
- b. If the exposure is to skin only, soap may be used to further disinfect the site.
 - Report the incident to your Supervisor.
 - Follow up care is to be provided by Workplace Health per MaineGeneral Center body fluid exposure screening protocol.

14. CLEAN-UP OF CONTAMINATED AREAS

The following procedure will be instituted during the clean-up process of an area contaminated by blood borne pathogens or body fluids:

- a. Isolate the area
- b. Use protective gear, with a minimum of gloves and safety glasses required
- c. Absorb blood or body fluids with a fluid control solidifier
- d. Dispose of the contaminated waste in red plastic bags. Contact MaineGeneral Medical Center, (207) 872-1000 for disposal of red bag waste
- e. Sponge-mop area with soap and water
- f. Disinfect area with mixture of 1-part bleach and 10-parts water.

Mix 1-part bleach to 10-parts water in the graduated spray bottle. Mixture must be mixed fresh for each cleanup use. The bleach solution must be left for 10 minutes to disinfect the area. Containers must be properly labeled if any solution remains.

Gloves and safety glasses are to be worn during any clean-up process involving blood borne pathogens or body fluids. Use of safety glasses and hypoallergenic latex or non-latex gloves will be used to prevent contact of bleach to skin, eyes, and mucous membranes when preparing mixture. Dispose of gloves contaminated with blood in the red bag.

15. CONTAMINATED CLOTHING

- a. If an employee's clothing is contaminated, the following procedures will be followed:
 - Remove clothing and place in a red bio-hazard bag
 - If clothing has minimal contamination, employee will bring it to Grondin's Dry Cleaners, 259 Main Street, Waterville ME 04901. Grondin's employees will determine if the clothing can be laundered.

- b. If the clothing is saturated, or has been deemed that it cannot be safely laundered, the following procedures will be followed:
 - Dispose of the contaminated waste in red plastic bags. Contact MaineGeneral Medical Center, (207) 872-1000 for disposal of red bag waste.
 - City will replace contaminated clothing.

16. BLOOD BORNE PATHOGENS EQUIPMENT LIST

All supplies needed at City Hall for clean-up may be found in the custodian closet. All other City Facilities must check their department safety policy for location of supplies.

17. EXPOSURE DETERMINATION FORM

The following positions perform occupational tasks which place them at risk for exposure to blood or other potentially infectious materials. This list will be updated whenever a change in essential job functions occurs.

Note: The positions in this group at City Hall are likely to have one or more exposures to blood or body fluids per month.

- Custodian Team Leader
- Custodian

The following individuals or positions do not perform occupational tasks, which place them at risk for exposure to blood or other potentially infectious materials. This list will be updated whenever a change in essential job functions occurs.

Note: All positions in these departments at City Hall are not likely to have one or more exposures to blood or body fluids per month.

- City Manager
- Department Heads
- Support Staff in the following departments:
 - Administration
 - Assessing
 - City Clerk
 - Code Enforcement
 - Engineering
 - Finance
 - Health & Welfare
 - Information Technology
 - Planning

18. FIRST AID PROVIDERS

City Hall employees are not required to perform any First Aid.

- Employees may perform first aid upon themselves without being certified in first aid.
- Employees that are certified in First Aid may perform first aid on other individuals.

VIII. HAZARD COMMUNICATION POLICY

1. ORGANIZATION POLICY

The City of Waterville is committed to the prevention of hazardous material and chemical incidents that could result in injury and/or illness to any employee or property damage. The Occupational Safety and Health Administration's (OSHA) Hazard Communication Standard (29 CFR 1910.1200) is based on the simple concept that employees have both a need and a "right to know" and "right to understand" the identities and hazards of any chemicals they work with during the course of their employment. The following Hazard Communication Program has been established by the City of Waterville to meet that standard.

The following individuals are designated as Program Coordinators and are responsible for the overall policy for their respective Departments:

- City Manager
- Human Resource Officer

The department managers are responsible for managing and maintaining the program and chemical inventory in their respective areas; and ensuring that all of their employees are trained in regards to the chemical hazards and safe work practices they need to employ while handling, storage, and using hazardous chemicals.



Employees are responsible for understanding the chemicals they work with and hazards encountered; along with safe work practices and wearing appropriate personal protective equipment while using hazardous chemicals.

2. CONTAINER LABELING










Each department manager will verify that all containers received for use will be clearly labeled as to:

- Product Identifier
- Signal Word
- Pictograms
- Hazard Statements
- Precautionary Statements
- Supplier Identification

Labels:

2 	1 Sulfuric Acid	2 
	3 Danger! May be harmful if swallowed. Causes severe skin burns and eye 4 damage. Fatal if inhaled. Harmful to aquatic life.	
5	Do not breathe dust/fume/gas/mist/vapors/spray. Wear protective gloves/protective clothing/eye protection/face protection. Wear respiratory protection.	
IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or doctor/physician.		
In case of fire Use water spray, alcohol-resistant foam, dry chemical or carbon dioxide.		
See _____ Safety Data Sheet for further details regarding safe use of this product.		
6 Sigma-Aldrich 3050 Spruce Street SAINT LOUIS MO 63103 USA Telephone : +18003255832		
1 Product Identifier	4 Hazard Statements	
2 Pictograms	5 Precautionary Statements	
3 Signal word, "Danger!"	6 Supplier Information	

Pictograms:

 <p>Health Hazard</p> <p>Carcinogen Mutagenicity Reproductive Toxicity Respiratory Sensitizer Target Organ Toxicity Aspiration Toxicity</p>	 <p>Flame</p> <p>Flammables Pyrophorics Self-Heating Emits Flammable Gas Self-Reactives Organic Peroxides</p>	 <p>Exclamation Mark</p> <p>Irritant (skin and eye) Skin Sensitizer Acute Toxicity Narcotic Effects Respiratory Tract Irritant Hazardous to Ozone Layer (Non-Mandatory)</p>
 <p>Gas Cylinder</p> <p>Gases Under Pressure</p>	 <p>Corrosion</p> <p>Skin Corrosion/Burns Eye Damage Corrosive to Metals</p>	 <p>Exploding Bomb</p> <p>Explosives Self-Reactives Organic Peroxides</p>
 <p>Flame Over Circle</p> <p>Oxidizers</p>	 <p>Environment (Non-Mandatory)</p> <p>Aquatic Toxicity</p>	 <p>Skull and Crossbones</p> <p>Acute Toxicity (fatal or toxic)</p>

3. CONTAINERS

- a. **Secondary Containers**, such as spray bottles, may label a workplace containers either with the same label that would be on shipped containers for the original chemical received, or with a label alternative that meet the requirements for the standard. Alternative labeling systems such as the National Fire Protection Association (NFPA) 704 Hazard Rating and the Hazardous Material Information System (HMIS) are permitted for workplace containers. However, the information supplied on these labels must be consistent with the revised Hazard Communication Standard, e.g., no conflicting hazard warnings or pictograms.
- b. **Immediate Use Containers**, such as containers of oil that will be placed directly into a vehicle, do not have to be labeled.

4. SAFETY DATA SHEETS (SDS)

The department managers are responsible for ensuring that Safety Data Sheets are obtained, added to the chemical inventory, and placed in the SDS binder in their respective work areas. The SDS for all hazardous chemicals to which employees may be exposed will be maintained in the mail room at City Hall.

Employees will be informed of new, or changed, chemical hazards as part of their on-going Hazard Communication training. This training will be documented and in the employee training file.

When an employee purchases a chemical from a local retailer, they must ask for a copy of the SDS specific for that chemical. If this is not provided, they cannot purchase the chemical and bring it into work until the SDS is obtained and reviewed for hazards. Chemicals purchased through a purchasing program with a distributor or manufacturer must be shipped with an SDS. Chemicals cannot be received unless a SDS is obtained with the chemical purchase.

Individuals responsible for the program will determine the best location to keep the SDS inventory list and notebook so that it is readily available for all employees.

Old MSDS or SDS will be removed from the active SDS book and placed in a separate notebook or file that must be maintained for 30 years.

A list of hazardous chemicals on site will be maintained at the front of each SDS notebook in each location.

5. EMPLOYEE TRAINING AND INFORMATION

Prior to starting work, each new employee will attend a health and safety orientation that includes the following information and training:

- a. Location and availability of the written Hazard Communication Program, Chemical inventory, and SDS notebooks.
- b. An overview of the requirements contained in the Hazard Communication Standard.
- c. The hazardous chemicals present at his/her work area.
- d. The physical, health and environmental hazards of the chemicals.
- e. Understanding of the container labeling format and information provided on it.
- f. Understanding the Safety Data Sheet and what is contained in each of the 16 sections.
- g. Understanding what the "Signal" words mean.
- h. Understanding the 9 Pictograms.
- i. Understanding the GHS hazard classification numbering system.
- j. Symptoms of acute and long-term overexposure.
- k. How to determine the presence or release of hazardous chemicals in the work area.
- l. How to reduce or prevent exposure to hazardous chemicals through use of control procedures, safe work practices, and personal protective equipment.
- m. Steps the City of Waterville has taken to reduce or prevent exposure to hazardous chemicals.
- n. Procedures to follow if employees are overexposed to hazardous chemicals.
- o. Safety emergency procedures to follow if employees are exposed to these chemicals.

- p. Prior to introducing a new chemical hazard into any department, each employee in that department will be given information and training as outlined above for the new chemical hazard.

6. NOTES ON TRAINING

- a. Training will be provided at the time of initial assignment to tasks where occupational exposure to a hazardous chemical may take place.
- b. Training will be repeated when a supervisor feels an employee is in need of additional training after observation of unsafe work practices in using a chemical.
- c. Training records will be kept in the employee personnel file.

7. HAZARDOUS NON-ROUTINE TASKS

Occasionally an employee may be asked to perform a task that is not part of their normal job. Before taking on a new task, the affected employee will be given information by their supervisor about any hazardous chemicals that might be used during the activity.

This information will include:

- a. Specific chemical hazard.
- b. Protective and safety measures the employee can use.
- c. Measures the City of Waterville has taken to reduce the hazards, which might include ventilation, personal protective equipment, use of a buddy system, and emergency procedures.
- d. Training provided for this purpose will be documented and kept with the SDS notebook and employee training file.

8. INFORMING CONTRACTORS

It is the responsibility of the Program Coordinator and / or supervisor to provide contractors with the following information:

- a. Hazardous chemicals to which they may be exposed while working for the City of Waterville and the procedure for obtaining the appropriate SDS.
- b. Precautions contracted employees may take to reduce the possibility of exposure by using appropriate protective measures.
- c. An explanation of the City of Waterville chemical secondary or bulk area labeling system.

It is also the Program Coordinator and / or identified staff's responsibility to identify and obtain SDS for chemicals the contractor brings into the work area. Employees of the City will be informed of any potential chemical hazards brought in by outside contractors.

9. CHEMICALS IN UNLABELED PIPES

Work activities may sometimes be performed by employees in areas where chemicals are transferred through unlabeled pipes. At this time, the City of Waterville identified that there are no pipes like this where City employees may be working. If, at some future point, employees may encounter unlabeled pipes, the employee will contact their supervisor for information regarding:

- a. The chemical in the pipes.
- b. Potential Hazards.
- c. Safety Precautions to be taken.

10. OBTAINING THE WRITTEN HAZARD COMMUNICATION PROGRAM

Copies of the City of Waterville's Hazard Communication Program are available through the Human Resource Office, or your department safety coordinator.

11. FORMAT OF SDS'S AS PART OF GLOBAL HARMONIZATION SYSTEM

Section 1, Identification includes product identifier; manufacturer or distributor name, address, phone number; emergency phone number; recommend used; restriction on use.

Section 2, Hazard(s) identification includes all hazards regarding the chemical; required label elements.

Section 3, Composition/information on ingredients includes information on chemical ingredients; trade secret claims.

Section 4, First-aid measures includes important symptoms/effects, acute, delayed; required treatment.

Section 5, Fire-fighting measures lists suitable extinguishing techniques, equipment; chemical hazards from fire.

Section 6, Accidental release measures lists emergency procedures; protective equipment; proper methods of containment and cleanup

Section 7, Handling and storage lists precautions for safe handling and storage, including incompatibilities.

Section 8, Exposure controls/personal protection lists OSHA's Permissible Exposure Limits (PELs); Threshold Limit Values (TLVs); appropriate engineering controls; Personal Protective Equipment (PPE).

Section 9, Physical and chemical properties lists the chemical's characteristics.

Section 10, Stability and reactivity lists chemical stability and possibility of hazardous reactions.

Section 11, Toxicological information includes routes of exposure; related symptoms, acute and chronic effects; numerical measures of toxicity.

Section 12, Ecological information*

Section 13, Disposal considerations*

Section 14, Transport information*

Section 15, Regulatory information*

Section 16, Other information, includes the date of preparation or last revision.

*Note: Since other Agencies regulate this information, OSHA will not be enforcing Sections 12 through 15 (29 CFR 1910.1200(g)(2)).

IX. EMERGENCY ACTION PLAN – CITY HALL

1. POLICY

It is the policy of the City of Waterville to take every possible action to comply with all emergency regulations and protect employees in emergency situations.

2. EMERGENCY PLAN COORDINATOR

The City Manager and Human Resource Officer are responsible for making sure this emergency action plan is kept up to date, practices and reviewed periodically.

3. REPORTING PROCEDURES

Type of Emergency	How to Report
Fire	Calling Communication Center
Explosion	Calling Communication Center
Severe Weather	Calling department heads via office phones
Bomb Threat	Calling department heads via office phones
Chemical Spill/leak	Calling Communication Center
Violence	Calling department heads via office phones. Call Communication Center if Police presence is required.
Medical	Calling Communication Center
Biological Exposure	Calling Communication Center and notification to department heads via office phones

4. EVACUATION PROCEDURES

1) Emergency Escape Procedures and Routes

Emergency escape procedures and route assignments have been posted in each work area, and all employees have been trained by supervisors in the correct procedures to follow. New employees are trained during employee orientation.

2) Employee Accountability Procedures After Evacuations

Each supervisor is responsible for accounting for all assigned employees and visitors, personally, by having all such employees report to a predetermined rally point and conducting a head count. Each assigned employee must be accounted for by name.

All supervisors are required to report their head count (by name) to the Emergency Evacuation Coordinator. A summary of the evacuation rally points, together with the identities of supervisors and assigned employees who must report to each, is included with this plan. Any member can meet with a contact person for visitors in City Hall. Also, any member can meet with a contact person for visitors of the conference rooms to establish accountability for visitor group(s).

3) Procedure for Employees Who Remain to Assist with Individuals with Disabilities Before They Evacuate

During some emergency situations, it will be necessary for some employees to remain in work areas that are being evacuated. If an individual is in City Hall that has a disability that hinders their ability to evacuate by stairs, City Hall staff will be responsible for ensuring that they are moved into the Assessing Department. From there, the City Hall staff that remains in the office will contact the Communication Center and relay the following information:

- Where the individuals are located;
- How many individuals are in the office; and,
- The type of assistance that will be needed to evacuate all individuals.

City Hall personnel have received special instructions and training by their immediate supervisor to ensure the safety in carrying out the designated assignments.

4) Alarm System

Alarm systems for notifying all employees in case of an emergency are:

Action to be Taken	Alarm System
Lockout (Threat outside the building)	Phone call to all Department Heads
Lockdown (Threat inside the building)	Phone call to all Department Heads
Evacuation	Fire Alarm System or Phone call to all Department Heads.

5) Actions Taken

- **Lockout** – This action assures all exterior doors are locked and entrance to the facility is not granted. This option is selected when a physical threat is located out of doors.
- **Lockdown** – This action requires interior doors to be locked and for occupants to hide inside the building or quickly evacuate, if possible.
- **Evacuation** – This action requires a pre-designated destination, and all people are required to leave the facility, unless as noted in Section C above. This option is selected when it becomes too dangerous to remain in the facility. At any time the fire alarm system is activated, this option will be implemented. Accountability of all occupants must be provided for.

The following personnel have been trained to assist in the safe and orderly emergency evacuation of other employees and visitors.

Title	Special Assignment
Assessor	Evacuate & Account. Visitor Accountability. Assist with disabled visitors as in Section B.
Finance Director	Evacuate & Account. Visitor Accountability.
City Manager	Evacuate & Account. Visitor Accountability.
IT Director	Evacuate & Account. Visitor Accountability.
Health & Welfare Director	Evacuate & Account. Visitor Accountability.

Training is provided for employees when:

- The plan was initiated
- Responsibilities change
- New employees are hired or transferred
- At least annually.

5. FIRE EXTINGUISHERS

Use of fire extinguishers requires additional training and procedures. Only personnel that have specific training are allowed to operate a fire extinguisher. If the employee has been formally trained, the following procedures will occur.

- 1) If an incipient stage fire is involved (just beginning), employees trained in the use of fire extinguishers are expected to:
 1. Call 911
 2. Utilize fire extinguisher(s)
 3. Evacuate if unsuccessful
 4. Provide for accountability
- 2) If fire is involved, visitors and employees not trained in the proper use of fire extinguishers are expected to:
 1. Initiate the Fire Alarm System
 2. Evacuate
 3. Provide accountability for members

6. EMPLOYEE ACCOUNTABILITY PROCEDURES

Following an emergency evacuation, each supervisor is responsible for accounting for each assigned employee following an emergency evacuation. The following procedures apply:

- Rally points have been established for all evacuation routes and procedures. These points are designated on each posted work area escape route.
- All work area supervisors and employees must report to their designated rally points immediately following evacuation.

- Each employee is responsible to report to his or her supervisor so that an accurate head count can be made. Supervisors will check off the names of all those reporting and will report those not checked off as missing to the Emergency Evacuation Coordinator.

The Emergency Evacuation Coordinator will be located in Castonguay Square.

7. FIRST AID

The only employees that can perform First Aid are those certified in first aid. All other employees are not allowed to perform any first aid on any individual other than themselves.

8. EMERGENCY RESPONSE GUIDE

See Appendix D for the Emergency Response Guide.

X. ROBBERY PROTOCOL

1. OBJECTIVE

This policy is designed for the safety and security of City of Waterville employees in the event of a robbery. This policy includes procedures, responsibility of employees, and training in case of a robbery within the City. It is the responsibility of the City of Waterville to develop a policy and procedures to be followed, and provide training drills to be conducted to make each employee prepared in the event of a robbery.

2. ROBBERY PROCEDURES

Each employee should read and rehearse each of the steps below to become familiar with the procedures that should be followed in the event you are the victim of a robbery. Knowing exactly what to do during a robbery can save your life. See Appendix D Emergency Response Guide – for more information.

3. PRE-ROBBERY PROCEDURES

- 1) Be alert – be observant.
- 2) Attempt to spot surveying or “casing” the layout.
- 3) Attempt to spot persons loitering or pausing to gather courage or waiting to synchronize movements.
- 4) If any suspicious activities, notify supervisor or activate the alarm.

4. ACTUAL ROBBERY PROCEDURES

- 1) Keep cool, as much as possible. It helps to know that most robberies last less than a minute.
- 2) Do not surprise the robber(s).
 - a. Avoid sudden movements or any action that may provoke the robber(s).

- b. Advise the robber(s) of your movements.
- 3) Obey the robber(s) – now!
- 4) Follow the robbers' instructions exactly.
- 5) Do not hesitate.
- 6) Do only what you are told to do.
- 7) Do not attempt to reason with the robber(s).
- 8) Hand over the money demanded.
- 9) Be observant – be alert. You have only a few moments to observe the robber(s). Apprehension and conviction may depend on your description.
 - a. Be sure to check the robber's height against a specific marker within the room (picture, door frame).
 - b. Attempt to recall/write down exact "demand" language.
- 10) Handle the note carefully (if one is presented).
 - a. Try to hold it near the edges to avoid smearing fingerprints.
 - b. Set the note aside.

5. POST ROBBERY PROCEDURES

- 1) Observe direction of escape from office
 - a. If the robber(s) are still in view, hold your position to observe direction of escape from your office.
 - b. **NEVER chase after the robber(s)** or leave the office to observe direction of escape from outside the building.
 - c. Observe any witnesses.
- 2) Activate alarm or call **9-1-1 AFTER** the robber(s) have left the building.
- 3) Notify your supervisor. The supervisor shall do the following:
 - a. Announce calmly to everyone that there has been a robbery.
 - b. Calm victims and witnesses. Obtain the name, addresses, and telephone numbers of all who remain in the building.
 - c. Ask everyone to stay in the building until law enforcement officials arrive.
 - d. Let witnesses know law enforcement officials will want to interview them and go over the weapons chart with them, if applicable.

- e. In order to preserve the crime scene, gather witnesses together in an area away from where the robber(s) might have been.
- 4) Lock doors to office and building.
- 5) Lock your cash drawer unless touched by the robber(s). Secure all remaining currency and valuables.
- 6) Protect any physical evidence the robber(s) might have left behind.
 - a. Do not touch anything the robber might have touched.
 - b. Be aware of fingerprints at the counter and office door.
- 7) Fill out Identification form(s) to describe the robber(s). Distribute forms to all witnesses.
- 8) Discuss the robbery only with designated law enforcement officials.
 - a. Tell victims or witnesses to avoid talking to the media and to give their names and addresses to law enforcement officials only.
 - b. Be sure to inform the law enforcement officials of any suspicious person(s) in office prior to robbery. Take detailed notes of suspicious incident.
 - c. Wait for instructions from law enforcement officials.
 - d. Limit access and exiting of the office/building.
 - e. When requested, provide law enforcement officials with copies of the records of the currency stolen.

6. TRAINING

- 1) Discuss the necessity of compliance with the demands of the robber.
- 2) Discuss when it is safe to activate the alarm (when the employee feels it is safe to do so, after the robber(s) have left the building.)
- 3) Discuss why an employee should not pursue a robber.
- 4) Discuss the appropriate action to take after the robber has left the building.
 - a. Attempt to obtain direction of travel out of the office.
 - b. Lock the doors.
 - c. Notify authorities and management.
 - d. Fill out witness description forms.
- 5) Discuss how to use each of the Robbery Preparedness Procedures.

- 6) Discuss cooperation with authorities (Local and FBI).
- 7) Discuss trauma support.

XI. OFFICE SAFETY PLAN

1. PURPOSE

The purpose of this program is to provide guidance to employees on the elements of safe office work. The office is like any other work environment in that it may present potential health and safety hazards. Most of these, however, may be minimized or eliminated by designing jobs and workplaces properly, and by considering differences among tasks and individuals. Inadequate environmental conditions, such as noise, temperature, and humidity, may cause temporary discomforts.

Environmental pollutants such as chemical vapors released from new carpeting and furniture may also induce discomforts.

2. RESPONSIBILITIES

1) Management

- a. Provide training for all office staff in:
 - Emergency Procedures
 - Electrical Safety
 - Office Ergonomics
- b. Ensure office equipment is in safe working order.
- c. Provide proper storage for office supplies.

2) Office Staff

- a. Report all safety problems immediately.
- b. Do not attempt to repair any office equipment or systems.
- c. Maintain a neat and sanitary office environment.

3. NOISE HAZARDS

Noise can be defined very simply as unwanted sound. Whether a sound is classified as noise or not depends mostly on personal preferences. For noise levels in offices, the most common effects are interference with speech communication, annoyance, and distraction from mental activities. Noise in the office can interfere with communications. For example, it may be difficult to talk on the telephone when other people are talking nearby. Speech is likely to interfere with communications especially if the speakers have similar voices.

The annoying effect of noise can decrease performance or increase errors in some task situations. If the task requires a great deal of mental concentration, noise can be detrimental to performance.

Also, there is some indication that unexpected or unpredictable noise can have more of an effect than continuous or periodic noise.

4. REDUCING NOISE

Many unexpected noises cannot be controlled, as when someone accidentally drops something. For many of the annoying sounds in the office environment, the following measures are useful for reducing the level of noise or its effects:

- Select the quietest equipment if possible. When there is a choice between two or more products, sound levels should be included as a consideration for purchase and use.
- Provide proper maintenance of equipment, such as lubrication and tightening of loose parts that can cause noise.
- Locate loud equipment in areas where its effects are less detrimental.
- Use barrier walls or dividers to isolate noise sources. Use of buffers or acoustically treated materials can absorb noise that might otherwise travel further. Rubber pads to insulate vibrating equipment can also help to reduce noise.
- Schedule noisy tasks at times when it will have less of an effect on the other tasks in the office.

5. ELECTRICAL SAFETY

- a) Electric cords should be examined on a routine basis for fraying and exposed wiring. Particular attention should be paid to connections behind furniture, since files and bookcases may be pushed tightly against electric outlets, severely bending the cord at the plug. Electrical appliances must be used in accordance with UL requirements.
- b) Use of Extension Cords.
 - Extension cords shall only be used in situations where fixed wiring is not feasible.
 - Extension cords shall be kept in good repair, free from defects in their insulation. They will not be knotted, abraded, or cut.
 - Extension cords shall be placed so they do not present a tripping or slipping hazard.
 - Extension cords shall not be placed through doorways.
 - All extension cords shall be of the grounding type (three conductor).

6. HOUSEKEEPING

Good housekeeping is an important element of accident prevention in offices. Poor housekeeping may lead to fires, injuries to personnel, or unhealthful working conditions. Mishaps caused by dropping heavy cartons and other related office equipment and supplies could also be a source of serious injury to personnel.

Passageways in offices should be free and clear of obstructions. Proper layout, spacing, and arrangements of equipment, furniture, and machinery are essential.

All aisles within the office should be clearly defined and kept free of obstructions.

Chairs, files, bookcases, and desks must be replaced or repaired if they become damaged. Damaged chairs can be especially hazardous. Filing cabinet drawers should always be kept closed when not in use. Heavy files should be placed in the bottom file drawers.

Materials stored within supply rooms must be neatly stacked and readily reached by adequate aisles. Care should be taken to stack materials so they will not topple over. Under no circumstances will materials be stacked within 18 inches of ceiling fire sprinkler head or Halon nozzles. Materials shall not be stored so that they project into aisles or passageways in a manner that could cause persons to trip or could hinder emergency evacuation.

XII. SLIP AND FALL PREVENTION

1. INTRODUCTION

Slips, trips and falls exact a substantial toll in terms of death, personal injury and suffering, workers' compensation, loss in productivity, and liability. Loss of productivity is often an unfortunate side effect. On average, workers who are injured as a result of a slip and fall accident spend more days away from work than those who are injured as a result of other causes.

Slips can occur when floors or other working surfaces become slippery due to wet or oily processes, floor cleaning, leaks, or from materials and debris left in walkways. Trips can occur due to uneven floor or working surfaces, protruding nails and boards, from stretched carpet or bunched floor mats intended to prevent slipping, from holes or depressions in working surfaces, and from step-risers on stairs that are not uniform in height. Both slips and trips can result in falls. In addition, falls can occur when ladders are not maintained properly, and when stairways and elevated working surfaces are not designed properly.

According to OSHA, slips, trips and falls constitute the majority of general industry accidents and result in back injuries, strains and sprains, contusions, and fractures. Additionally, they cause 15 percent of all accidental deaths and are second only to motor vehicles as a cause of fatalities.

2. HAZARD CONTROLS

- 1) **Engineering Controls.** Controls that are engineered into the job are the most effective type of control. Examples of engineering controls include:

- Redesign of equipment
- Substitution of a material, equipment, or process
- Change of process to minimize slips, trips, and falls
- Use of barriers to isolate a hazard
- Use of barriers to isolate a person.

- 2) **Administrative Controls** change the way people do their jobs. They are only effective when people do what they are supposed to do. Administrative controls include:

- Education and training
- Signage
- Routine inspections of ladders, stairs, walking and working surfaces
- Maintenance
- Good housekeeping.

3. WALKING-WORKING SURFACE INSPECTION AND MAINTENANCE

Managers and supervisors are committed to preventing accidental slips, trips and falls. We will make regular, frequent inspections of working and walking areas to identify environmental and equipment hazards, which could cause slips, trips and falls. Special attention should be given to the walking-working surfaces, housekeeping, lighting, vision, stairways, and ladders. Immediate corrective action should be taken.

4. SLIP, TRIP AND FALL PREVENTION CHECKLIST

See Appendix E for a Slip, Trip and Fall Prevention checklist.

XIII. VIDEO DISPLAY TERMINAL PLAN

1. POLICY STATEMENT

It is the policy of the City of Waterville to provide employees with a safe work environment. Complaints concerning musculoskeletal problems are frequently heard from computer operators. Most common are complaints relating to the neck, shoulders, and back. Others concern the arms and hands and occasionally the legs.

Certain common characteristics of VDT jobs have been identified and associated with increased risk of musculoskeletal problems. These include:

- Design of the workstation.
- Nature of the task.
- Repetitiveness of the job.
- Degree of postural constraint.
- Work pace.
- Work/rest schedules.
- Personal attributes of individual workers.

The key to comfort is in maintaining the body in a relaxed, natural position. The ideal work position is to have the arms hanging relaxed from the shoulders. If a keyboard is used, arms should be bent at right angles at the elbow, with the hands held in a straight line with forearms and elbows close to the body. The head should be in line with the body and slightly forward.

2. VDT COMPONENTS

VDT's – comprised of a display screen, a keyboard, and a central processing unit.

- 1) The display screen is the output device that shows what the computer is processing.
- 2) The keyboard is the input device that allows the user to send information to the "brains" of the computer.
- 3) The central processing unit is referred to as the "brains" of the computer. It is the center of operation for all the computer processing and performs calculations and organizes the flow of information into and out of the system.

3. HEALTH EFFECTS

In the wake of the expanding use of VDTs, concerns have been expressed about their potential health effects. Complaints include excessive fatigue, eyestrain and irritation, blurred vision, headaches, stress, and neck, back, arm, and muscle pain. Research has shown that these symptoms can result from problems with the equipment, workstations, office environment or job design, or from a combination of these. Concerns about potential exposure to electromagnetic fields also have been raised.

4. VISUAL PROBLEMS

Visual problems such as eyestrain and irritation are among the most frequently reported complaints by VDT operators. These visual symptoms can result from improper lighting, glare from the screen, poor position of the screen itself, or copy material that is difficult to read. These problems usually can be corrected by adjusting the physical and environmental setting where the VDT users work.

VDT operators also can reduce eyestrain by taking rest breaks after each hour or so of operating a VDT. Changing focus is another way to give eye muscles a chance to relax.

The employee needs only to glance across the room or out the window from time to time and look at an object at least 20 feet away.

5. FATIGUE AND MUSCULOSKELETAL PROBLEMS

Work performed at VDT's may require sitting still for a considerable amount of time and usually involves small frequent movements of the eyes, head, arms and fingers. Retaining a fixed posture over long periods of time causes muscle fatigue and, if this practice is consistent, can eventually lead to muscle pain and injury.

VDT operators also are subject to a potential risk of developing various musculoskeletal disorders such as carpal tunnel syndrome, and tendonitis. Musculoskeletal disorders are injuries to the muscles, joint, tendons, or nerves that are caused or made worse by work related risk factors. Early symptoms of musculoskeletal disorders include pain and swelling, numbness and tingling (hands falling asleep), loss of strength, and reduced range of motion.

If workers have any of these symptoms, they should report them to their employer as soon as possible. If these symptoms are not treated early, they can result in loss of strength in the affected area, chronic pain, or permanent disability.

6. RADIATION

Another issue of concern for VDT operator is whether the emissions from radiation, such as X-ray or electromagnetic fields in the radio frequency and extreme low frequency ranges, pose a health risk. To date, however, there is not conclusive evidence that the low levels of radiation emitted from VDTs pose a health risk to VDT operators.

7. LIGHTING

Light should be directed so that it does not shine into the operator's eyes when the operator is looking at the display screen. Further, lighting should be adequate for the operator to see the text and screen, but not so bright as to cause glare or discomfort.

8. WORKSTATION DESIGN

Proper workstation design will reduce visual and musculoskeletal discomfort associated with VDT use when the following practices are observed:

- Ensure that the operator has a comfortable sitting position sufficiently flexible to reach, use, and observe the display screen, keyboard, and document.
- Provide posture support for the back, arms, legs, and feet as well as adjustable display screens and keyboards.
- Ensure that VDT tables or desks are vertically adjustable to allow for operator adjustment of the screen and keyboard.
- Ensure proper chair height and support to the lower region of the back.
- Ensure that document holders are used to allow the operator to position and view material without straining the eyes or neck, shoulder, and back muscles.

In general, VDT workstations should provide as many adjustable features as possible. Also, adequate legroom should be provided for the employee to stretch out and relieve some of the static load that results from sitting with the legs in a fixed position for long periods.

9. CHAIRS

A properly designed and adjustable chair for comfort, efficiency, and for the task being performed is critical. All adjustments should easily be made from the seated position.

1) Chair Height

The chair height is correct when the entire sole of the foot can rest on the floor or footrest and the back of the knee is slightly higher than the seat of the chair.

2) Seatpan Design

The seatpan should be slightly concave with a softly padded, rounded, or "waterfall" edge. Some options include a seatpan that slopes slightly down at the back or one that has a forward tilt that produces less stress on the lower region.

3) Armrests

Armrests should be low and short enough to fit under work surfaces to allow users to get close enough to the work surfaces.

4) Backrest

A proper backrest should support the entire back including the lower region. The seat and backrest of the chair should support a comfortable posture and permit frequent variation in the sitting position.

10. VDT DESIGN

1) Display screen

When work is conducted at a computer, the top of the display screen should be at, or just slightly below, eye level. This allows the eyes to view the screen at a comfortable level, without having to tilt the head or move the back muscles.

Control glare at the source whenever possible. Place VDTs so that they are parallel to direct sources of light such as windows and overhead lights and use window treatments if necessary. When glare sources cannot be removed, seek appropriate screen treatments such as glare filters. Keep the screen clean.

2) Keyboard

The keyboard should be detachable and adjustable to ensure proper position, angle, and comfort for the operator. A lower-than-normal work surface may be required to keep the operator's arms in a comfortable position. This can be achieved by installing a keyboard extender or tray. The thickness and the slope of the keyboard are critical in determining the preferred height.

The preferred working position for most keyboard operators is with the forearms parallel to the floor and elbows at the sides, which allows the hands to move easily over the keyboard. The wrist should be in line with the forearm. A padded and detachable wrist rest for the keyboard can help keep the operator's wrists and hands in a straight position while keying.

3) Mouse

The mouse should be positioned at the operator's side with his or her arm close to the body for support, while maintaining a straight line between the hand and forearm. The upper arm should not be elevated or extended while using the mouse. The top surface of the wrist should also be flat, not angled. A mouse pad or rest can be used to help maintain straight wrists.

11. WORK PRACTICES JOB ORGANIZATION

Operating a VDT, like any form of sustained physical or mental work, may lead to visual, muscular, or mental fatigue. Rest pauses, as recommended by NIOSH to alleviate or delay the onset of fatigue, are necessary. Jobs should be designed so that the employees can vary VDT tasks with non-VDT tasks.

12. VDT CHECKLIST

Appendix F contains a VDT Checklist to determine any deficiencies in workstations.

XIV. SAFETY WEEK

1. INTRODUCTION

The City's Safety Committee supports safety throughout all City Departments. Each year the committee supports Safety Week.

The goal of the week is to do the following:

- Enhance Safety Awareness to all personnel.
- Complete safety inspections of all facilities.
- Update any safety training needed.
- Identify safety issues.

2. DEPARTMENT HEAD RESPONSIBILITIES

Each Department must participate in this initiative. The committee asks that Department Heads implement safety awareness week and complete the attached checklist (See Appendix G). There may be items on the checklist that do not pertain to your department; however, anything that does pertain should be completed.

3. SAFETY WEEK CHECKLIST

The following are tasks that the Safety Committee asks each department to complete during the Safety Awareness Week.

- 1) Complete the Self Inspection. See Appendix G.
- 2) Review Bureau of Labor Standards Directive for your department.
- 3) Provide any mandatory safety training needed.
- 4) Review your department safety equipment. Do you need items, are current items in good condition, etc.

EMPLOYER'S FIRST REPORT OF OCCUPATIONAL INJURY OR DISEASE						1. WCB FILE NUMBER (if known):
						1a. OSHA 300 CASE NUMBER (if applicable):
REASON FOR REPORT (check all that apply)						
2a. <input type="checkbox"/> LOST TIME - ONE OR MORE DAYS		2b. WAS EMPLOYEE PAID FOR 1/2 DAY OR MORE ON DAY OF INJURY?		3. <input type="checkbox"/> LOST EARNINGS BUT NO LOST TIME		4. <input type="checkbox"/> MEDICAL/HEALTH CARE
				5. <input type="checkbox"/> FATALITY DATE OF DEATH: ____/____/____		
6a. <input type="checkbox"/> OCCUPATIONAL DISEASE		6b. DATE OF LAST EXPOSURE: ____/____/____		6c. DATE OF DIAGNOSIS AS OCCUPATIONALLY RELATED: ____/____/____		
7a. <input type="checkbox"/> CORRECT PRIOR REPORT		7b. DATE OF CORRECTION: ____/____/____		7c. DATE CORRECTION SENT TO WCB: ____/____/____		
EMPLOYER						
8. STATE EMPLOYER UNEMPLOYMENT INSURANCE ACCOUNT NUMBER (UIAN): 0068462002		9. FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEIN): 016000037		10. EMPLOYER NAME: City of Waterville		
11. STREET/PO BOX MAILING ADDRESS: 1 Common Street		12. CITY: Waterville		13. STATE: ME		14. ZIP: 04901
				15. TELEPHONE NUMBER: (207) 680-4215		
16. PRIMARY BUSINESS PERFORMED BY EMPLOYER WHERE INJURY OCCURRED: Municipality		17. EMPLOYER LOCATION IF DIFFERENT FROM MAILING ADDRESS:		18. DID INJURY OR EXPOSURE OCCUR ON EMPLOYER'S PREMISES? <input type="checkbox"/> YES <input type="checkbox"/> NO IF NO, THEN GIVE NAME AND PHYSICAL ADDRESS OF THE EMPLOYER WHERE THE EMPLOYEE WAS INJURED OR EXPOSED:		
(check one) <input type="checkbox"/> INSURER <input type="checkbox"/> THIRD PARTY ADMINISTRATOR (TPA) <input checked="" type="checkbox"/> SELF-ADMINISTERED EMPLOYER						
19. INSURANCE / TPA COMPANY NAME: MMA Workers Compensation Fund		20. POLICY NUMBER:		21. INSURER FILE NUMBER:		
22. STREET/PO BOX MAILING ADDRESS: PO Box 9109		23. CITY: Augusta		24. STATE: ME		25. ZIP: 04332
				26. TELEPHONE NUMBER: (207) 626-5583		
EMPLOYEE						
27. LAST NAME:		28. FIRST NAME:		29. MI: ()		30. TELEPHONE NUMBER: ()
						31. SOCIAL SECURITY NUMBER:
						32. GENDER: <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
33. STREET/PO BOX MAILING ADDRESS:		34. CITY:		35. STATE:		36. ZIP:
						37. DATE OF BIRTH: ____/____/____
38. OCCUPATION/JOB TITLE:		39. DATE OF HIRE: ____/____/____		40. WEEKLY WAGE AT TIME OF INJURY: \$		41. DOES EMPLOYEE WORK FOR ANOTHER EMPLOYER? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, GIVE NAME AND ADDRESS:
CLAIM INFORMATION						
42. DATE OF INJURY OR ILLNESS: ____/____/____		43. DATE OF INCAPACITY: ____/____/____		44. TIME EMPLOYEE BEGAN WORK (e.g. 7:30 a.m.):		45. DATE EMPLOYER NOTIFIED INSURER/TPA: ____/____/____
DATE EMPLOYER NOTIFIED: ____/____/____		DATE EMPLOYER NOTIFIED: ____/____/____		46. TIME OF INJURY (e.g. 1:10 p.m.):		47. HAS EMPLOYEE RETURNED TO WORK? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, GIVE DATE: ____/____/____
48. SPECIFIC INJURY OR ILLNESS (e.g. second degree burn or toxic hepatitis):		49. BODY PART(S) AFFECTED (e.g. lower right forearm):		50. ALL EQUIPMENT, MATERIALS, OR CHEMICALS EMPLOYEE WAS USING WHEN THE EVENT OCCURRED (e.g. acetylene torch, metal plate):		
51. SPECIFY ACTIVITY THE EMPLOYEE WAS ENGAGED IN WHEN THE EVENT OCCURRED (e.g. cutting metal plate for flooring):		52. HOW INJURY OR ILLNESS OCCURRED: DESCRIBE THE SEQUENCE OF EVENTS AND INCLUDE ANY OBJECTS OR SUBSTANCES THAT DIRECTLY INJURED OR MADE THE EMPLOYEE ILL. (e.g. worker stepped back to inspect work and slipped on some scrap metal. As worker fell, worker brushed against hot metal.):				
WAS ACTIVITY PART OF NORMAL JOB DUTIES? <input type="checkbox"/> YES <input type="checkbox"/> NO						
53. HOSPITALIZED OVERNIGHT AS INPATIENT? <input type="checkbox"/> YES <input type="checkbox"/> NO		54. WAS THE EMPLOYEE TREATED IN AN EMERGENCY ROOM? <input type="checkbox"/> YES <input type="checkbox"/> NO		55. MAILING ADDRESS:		57. TELEPHONE NUMBER: ()
PREPARER INFORMATION						
58. PREPARER NAME AND TITLE (TYPE OR PRINT):		59. TELEPHONE NUMBER: ()		60. DATE SENT TO WCB: ____/____/____		
<small>THE STATE OF MAINE DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY IN ADMISSION TO, ACCESS TO, OR OPERATION OF ITS PROGRAMS, SERVICES, OR ACTIVITIES. THIS FORM IS AVAILABLE IN ALTERNATIVE FORMAT. FOR FURTHER ASSISTANCE, CONTACT THE MAINE WORKERS' COMPENSATION BOARD, ADA COORDINATOR, TELEPHONE: 1-888-801-9087 OR TTY Maine Relay 711. WCB-1 (e/f, 1/1/13)</small>						

City of Waterville
Supervisor's Investigation Report
Forward this completed form to Human Resources Dept.

Date of Incident:	Time of Incident:
Department:	Shift:
Employee Position:	

Why did it happen? (get all the facts by observing the job and situation involved. Question by use of WHO, WHAT, WHERE, WHY, HOW, WHEN)

How will this improve operations?

Investigated by:	Date:
Reviewed by:	Date:

XVII. APPENDIX C – HEPATITIS B FORM

PRINT NAME: _____

INFORMED CONSENT FOR HEPATITIS B VACCINATION

Hepatitis B is a viral infection of the liver. It is an unpredictable disease with a variety of presentations and outcomes. Although most persons recover promptly from infection with this virus, acute hepatitis B may incapacitate a person weeks to months or lead to complications or chronic liver disease. More than half of persons with hepatitis B infections have no outward symptoms. These cases present a hidden risk because they are likely to spread infection unknowingly, and, they may suffer liver damage without being aware of any problems.

Certain hospital employees may be a high risk for contracting hepatitis B because they are frequently exposed to blood and blood products, which is the usual method of spreading this infection. Until now the only method we had to prevent infection were strict infection control policies and routine blood tests to monitor patients and staff.

A vaccine for hepatitis B is now available. Immunization with this vaccine will markedly decrease the risk of infection. Although there is no absolute guarantee that the vaccine will totally protect against hepatitis B, studies to this date indicate an excellent level of protection.

The immunization schedule consists of three doses of vaccine given by an intramuscular injection.

	<u>Initial</u>	<u>1 Month</u>	<u>6 Months</u>
Adults	1.0 ml	1.0 ml	1.0 ml

SIDE EFFECTS: Hepatitis B Vaccine is generally well tolerated. No serious adverse reactions attributable to vaccination have been reported during clinical trials involving administration of Hepatitis B to many thousands of individuals. As with any vaccine, there is the possibility that broad use of the vaccine could reveal rare adverse reactions not observed in clinical trials.

Some of the more common side effects include soreness, swelling, redness, warmth, of a firm area at the place of injection of the vaccine. These symptoms of local inflammation are generally well tolerated and usually subside within several days after vaccination. Low-grade fever, malaise (a feeling of general illness), fatigue, headache, nausea, dizziness, and rash are infrequent and have been limited to the first few days following vaccination.

I have read the above, understand it and wish to receive the Hepatitis B vaccine. Any additional questions I may have have been answered to my satisfaction.

Date


Signature

I have read the above, understand it, and wish to decline the offer of Hepatitis B vaccination made to me by the City of Waterville. I understand that I am at increased risk for getting Hepatitis B as a result of my decision. Any additional questions I may have have been answered to my satisfaction.

Date

Signature

EMERGENCY RESPONSE GUIDE




FIRE

EVACUATE BUILDING

- Give directions to meet in the designated area for your location.
- Pull fire alarm, if possible
- Shut off lights and close doors once everyone has been evacuated
- Remain low if encountering smoke
- Use stairs, not elevators


For City Hall Only
If anyone needs assistance leaving the building, please move to the Assessors Office and call emergency services with shelter-in-place information.



URGENT SITUATION

CONTACT EMERGENCY SERVICES

- Call 911
- State who, what, where, when, why and how situation occurred
 - ◊ Medical emergency
 - ◊ Suspicious package
 - ◊ Suspicious activity
 - ◊ Suspicious person
 - ◊ Bomb Threat
- If bomb threat, turn off all electronics
- If medical situation, do not leave victim unattended, if possible.



VIOLENT INCIDENT

AVOID / DENY / DEFEND

Avoid

- Pay attention to your surroundings
- Have an exit plan
- Quickly move from the threat
- Put distance and barriers between you and the threat
- Warn others of the danger


Deny

- Keep distance between you and the threat
- Create barriers to prevent or slow down the threat
- Turn off the lights
- Hide quietly and silence your phone

Defend

- Be prepared to defend yourself
- Be aggressive and committed to your actions

Call 911 when you are in a safe area. When law enforcement arrives, show your hands and follow commands.



ROBBERY

CONTACT EMERGENCY SERVICES

Pre-Robbery:

- Be alert—be observant
- Attempt to spot surveying or “casing” the layout
- Attempt to spot persons loitering, pausing to gather courage, or waiting to synchronize movement.
- Notify supervisor of any suspicious activity.

Actual Robbery:

- Observe appearance of robber
- Observe actions or words of robber
- Give robber the money

Post-Robbery:

- Activate the alarm, after the robber has left the building
- Preserve physical evidence
- Lock doors
- Record observations
- Do not discuss robbery except with law enforcement officials.

IN THE EVENT OF AN EMERGENCY

DIAL 911

XIX. APPENDIX E – SLIP, TRIP AND FALL PREVENTION CHECKLIST

LOCATION: _____

INSPECTOR(S): _____

DATE: _____

“NO” responses indicate areas which should be investigated.

OUTDOOR WALKING SURFACES	YES	NO	N/A
1) Are parking areas free of potholes, depressions, or damaged/uneven surfacing?			
2) Are curbs in good condition with an uneven transition to sidewalk?			
3) Are wheel stops, curbs, crosswalks, and speed bumps well-marked?			
4) Is slip-resistant paint used for all pavement markings?			
5) Are wheel stops situated to prevent vehicles from infringing upon walkways?			
6) Is there adequate lighting in parking areas and along walkways?			
7) Are sidewalks and walkways smooth and even (no raised edges >1/4")?			
8) Is the ground surface directly next to sidewalks relatively level and free from hidden drop-offs or holes?			
9) Are walkways free of cords, hoses, large grate openings, or other tripping hazards?			
10) Are open, unpaved, and/or grassy areas that are expected to be walked on free of holes and low-lying objects like sprinkler heads and valves?			
11) Are downspouts and drains oriented to prevent discharge onto walkways?			
12) Are walkways that are subject to wet or icy conditions coated or designed with a rough, textured finish?			
13) Are handrails present and in good condition on stairs and ramps?			
14) Are ramps constructed with slip-resistant materials or treated with traction strips?			
Notes:			

INDOOR WALKING SURFACES	YES	NO	N/A
1) Are walkways free of low-lying objects, especially in blind corners?			
2) Are floor tiles in good condition with no broken or missing tiles?			
3) Are grouted floor tiles smooth and even with no lippage > 1/16"?			
4) Are doorway thresholds beveled and no more than 1/4" high?			
5) Is carpeting free of ripples, tears, and humps?			
6) Are stair nosings in good condition?			
7) Do stair nosings have edge treatments or highlighting to increase visibility?			
8) Is lighting in stairwells adequate?			
9) Are steps in low-light areas, like auditoriums, illuminated at ground level?			
10) Are utility or drain covers in good condition and even with walkways?			
11) Are cords and hoses routed away from walkways?			
12) Are cord covers or tape used whenever cords are placed along walkways?			
13) Are good housekeeping practices followed, and are they effective in maintaining walkways in an open and clear condition?			
14) Are walkways free of liquids, oils, or other contaminants that could create a slippery condition?			
15) Have detailed floor maintenance procedures been documented and communicated to employees?			
16) Have floor maintenance procedures and cleaners been examined to ensure their use does not create hazardous, low-traction walking surfaces?			
17) Are wet floor signs used appropriately and not places so as to create a trip hazard?			
18) Are wet process work areas treated with traction strips, anti-slip coatings, or mats designed for wet processes?			
19) Are entry mats adequate to prevent water and soil from being tracked inside?			
20) Are mats in good condition, able to clean shoes/boots and absorb water?			
21) Are indoor mats replaced as needed or dried with a wet vacuum during the day to prevent snow/water infiltration?			
22) Do mats have slip-resistant backings and lie flat with minimal buckling?			

Notes:			

SNOW / ICE MANAGEMENT	YES	NO	N/A
1) Are walkways and parking areas cleared before people arrive in the morning?			
2) Are walkways and entrances shoveled throughout the day during snowy conditions?			
3) Are ice control products applied to effectively manage slip hazards on walkways, especially on north sides of buildings?			
4) Is black ice controlled with ice melt, sand, oil absorbent compound and/or warning cones?			
5) Is snow piled to minimize thaw/refreeze problems?			
Notes:			

XX. APPENDIX F – VIDEO DISPLAY TERMINAL (VDT) CHECKLIST

	YES	NO
Can the workstation be adjusted to ensure proper posture by		
• Adjusting knee and hip angles to achieve comfort and variability.	_____	_____
• Supporting heels and toes on the floor or on a footrest.	_____	_____
• Placing arms comfortably at the side and hands parallel to the floor; and	_____	_____
• Supporting wrists (nearly straight) on a padded surface?	_____	_____
Does the work area		
• Provide enough clearance for the feet, knees and legs relative to the edge of the work surface	_____	_____
• Provide sufficient space for the thighs between the work surface and the seat	_____	_____
• Include arm rests for intensive or long duration keying jobs	_____	_____
• Include headsets for use when frequent telephone work is combined with hand tasks such as typing using a calculator, or writing	_____	_____
Does the chair		
• Adjust easily from the seated position	_____	_____
• Have a padded seat pan	_____	_____
• Have a seat that is approximately 18 inches wide	_____	_____
• Have a back rest that provides lumbar support that can be used while working	_____	_____
• Have a stable base when casters that are suited to the type of flooring	_____	_____
• Have different seat pan lengths with a waterfall design available, and	_____	_____
• Allow the seat pan to adjust for both height and angle	_____	_____
Is the keyboard		
• Height from the floor and the slope of the keyboard surface adjustable	_____	_____
• Prevented from slipping when in use, and	_____	_____
• Detachable	_____	_____
Are other inputs/devices (mouse, pointer, and calculator)		
• At keyboard height?	_____	_____
Is the display screen		
• Clean and free from flickering, and	_____	_____
• Able to swivel horizontally and tilt or elevate vertically?	_____	_____
Is the monitor situated so that		
• The work can be performed with the head in a neutral position for most of the work shift	_____	_____
• It is between 18 and 30 inches away from the operator	_____	_____
• The top line of text is at or below eye height, and	_____	_____
• There is sufficient lighting without glare on the screen from lights, windows, or surfaces?	_____	_____
	YES	NO
Does the monitor		

- Have brightness and contrast controls?

Is the job organized so that

- Workers can change postures frequently
- Workers can perform different job tasks to reduce intensive keyboarding
- Workers can leave their workstations for at least 10 minutes after each hour of intensive keying and for at least 15 minutes after every 2 hours of intermittent keying, and
- The workers have received training in ergonomics and know how to make adjustments to their workstations, chairs, and other accessories?

XXI. APPENDIX G – SELF INSPECTION FORM

LOCATION: _____

INSPECTOR(S): _____

Note the location of any deficiency and request a work order for repairs, if necessary.

EXTERIOR	YES	NO	N/A
a) Are walkways clear of obstacles that could cause a tripping hazard?			
b) Are parking lots free of tripping hazards (i.e. potholes)?			
c) Are walkways, parking lots, and stairs kept free of snow and ice?			
d) Is parking lot lighting adequate and functioning?			

HOUSEKEEPING	YES	NO	N/A
a) Are floors kept clean?			
b) Are ceiling tiles free of stains?			
c) Are all ceiling tiles in place and in good condition?			
d) Walkways illuminated?			
e) Waste / recyclables removed daily?			
f) Are all walkways free of obstructions?			
g) Are partitions walls maintained and cleaned?			
h) Are all fabric surfaces cleaned on a periodic schedule?			
i) Rugs/carpet/flooring free of tripping hazards?			
j) Food vending areas clean?			
k) Kitchen / cafeteria / breakroom clean?			
l) Is lighting adequate in stairways?			
m) Ventilation filters routinely changed?			
n) Boiler room not used for storage?			

LIFE SAFETY	YES	NO	N/A
a) EXITs are accessible and free of obstructions?			
b) EXIT pathways clear and unobstructed?			
c) Are all EXIT signs illuminated?			
d) Are fire extinguishers inspected monthly?			
e) Are fire-rated doors (stairway doors) kept closed or on magnetic closers?			
f) Do all emergency lights function as designed?			

GENERAL CONDITIONS	YES	NO	N/A
a) Has there been an evacuation drill in the past 12 months?			
b) Are the evacuation routes posted?			
c) Are emergency numbers posted?			
d) Are first aid kits accessible and stocked?			
e) Does the elevator have a current inspection date?			
f) Are State and Federal Posters in place?			
g) Are portable heaters prohibited?			
h) Flammables stored in fire-rated cabinets?			
i) Machine guarding of moving parts?			

ELECTRICAL SAFETY	YES	NO	N/A
a) Multiple receptacle power strips not piggybacked?			
b) Distribution panels clear of obstruction?			
c) Cord and tool ground prong intact?			
d) GFCIs function as designed?			
e) GFCIs located in wet or damp locations?			
f) Are all electrical outlet and switch covers in place?			
g) Do all electrical cords look safe (not frayed or cut)?			
h) Are all cords out of the way of walking surfaces?			
i) Are all cords and plugs in good condition?			
j) Is the use of extension cords limited to in-hand use?			
k) Knockouts or after-market blanks in place?			
l) Circuit breaker function listed on legend?			

SHOP SAFETY	YES	NO	N/A
a) Floor loading posted for overhead storage?			
b) Welding equipment – covers and lead terminals protected?			
c) Welding equipment – leads not damaged?			
d) Welding equipment – electrode holder not damaged?			
e) Storage of acetylene / oxygen cylinders fire separation?			
f) Cylinders protected against tipping / damage?			
g) Air compressor high-pressure relief valves tested?			
h) Mechanical jack stands include legible capacity rating?			
i) Hydraulic floor and bottle jacks include legible capacity rating?			
j) Ladders in safe condition and inspections documented?			
k) Slings, straps and chains inspection documented?			
l) Hoists have annual documented inspection?			
m) Vehicle lifts have annual documented inspection?			
n) Fleet vehicles pre-use inspection documented?			
o) Metering equipment calibration documented per manufacturer recommendation?			
p) Power and hand tools in safe condition?			
q) Personal protective equipment is in safe condition?			
r) Sander body storage racks include legible load rating?			

CHEMICAL HAZARDS	YES	NO	N/A
a) Safety Data Sheets (SDS) available and current?			
b) Chemical inventory list up to date?			

EYE WASH STATIONS	YES	NO	N/A
a) Eye wash stations accessible and tested?			
b) Drench showers function as designed and tested?			

ERGONOMICS	YES	NO	N/A
a) Have all Video Display operators annually trained on the Maine VDT law?			
b) Have the work stations been ergonomically evaluated?			
c) Are desk and chairs adjusted properly for the employee?			